



Customer Code of Conduct

Authority: Library Board

Date Created: June 25, 2007

Date Reviewed: December, 2019

Purpose

The code of conduct defines behaviour appropriate to the protection of library materials and property within the East Gwillimbury Public Library, and is enforced for the comfort and protection of all persons who use the facilities and services.

Policy

Everyone is welcome at the library. We ask your cooperation in maintaining a safe, positive environment, conducive to study and the enjoyable and productive use of the facility, where we treat each other with respect and courtesy.

The following rules are in place to prevent disruptions, ensure the safety of the public and staff and ensure the security of Library property. All Library customers and employees should be free of any threat of harm, invasion of property, or disrespect. Staff make every effort to apply these rules in a fair, dignified and positive manner, but will call for assistance from the appropriate authorities (e.g. York Region Police Service) if and when necessary.

Violation of these rules could result in expulsion from the Library, cost-recovery charges and/or prosecution under the *Trespass to Property Act* or the *Criminal Code*.

General Rules

1. Behaviour which is disruptive, impeding, abusive, insulting, bullying, harassing or threatening to Library customers and staff is prohibited. This rule applies to behaviour both in person and over the telephone. Anyone who is seen as a threat to the safety or enjoyment of the Library facilities will be asked to leave.
2. Any person committing acts of vandalism, wilful damage and/or theft of Library property, including library materials and equipment, may be subject to prosecution.

3. All children should be accompanied by someone who is responsible for their safety and supervision. Children under the age of 11 must be accompanied while in the Library. Library staff are obligated by law to call the Police or Children's Aid Society if a child is unattended or in need of protection.
4. Customers leaving the Library may be required to make available for inspection the contents of all bags and carrying cases for the examination of library materials in their possession.
5. Animals are not permitted in the library except in authorized programs or if they are a Registered Service Animal at work.
6. The burning and/or smoking of any substance or the production, inhaling, and/or exhaling of any vapor or aerosol generated by an electronic cigarette or similar device is not permitted anywhere in the Library.
7. Persons under the influence of intoxicants may be asked to leave or may be removed.
8. Shirts, shoes, and other appropriate attire must be worn at all times. Use of sports equipment is not permitted, including rollerblades and skateboards.
9. Customers are asked to respect others with scent sensitivities and refrain from using strongly scented products when visiting the library.
10. Entry into staff areas including desks and equipment in public areas, without permission, is not permitted.
11. Posting notices, distributing circulars or petitions and soliciting or engaging in any commercial activity without Library permission is not permitted.
12. Customers must comply with appropriate use of the Internet and its resources as outlined in the *Public Internet Use Policy*.
13. Photographing, filming, or video-recording within the Library requires approval in advance.

Library Suspension

The Library will apply a temporary or permanent suspension of Library privileges if customer behaviour, in the opinion of Library staff, fails to comply with any of the rules above. Any form of suspension is system-wide.

Responsibility

All staff are responsible for upholding the Customer Code of Conduct and reporting unacceptable behaviour to management and/or the Police.

- Day long suspensions are assigned by management or In Charge staff
- Suspensions lasting more than one day must be assigned by the CEO or designate
- Incident reporting must be completed by the primary staff witness for any incident that requires an suspension of any length of time

Suspension Guidelines

Customers will be asked to leave the Library for an assigned period of time when behaviour causes any of the following:

- Threatens public health & safety
- Disrupts customers or the delivery of library services
- Threatens other people, either verbally, physically, sexually or with intent to harm
- Risks damage to Library facilities, equipment, or materials

The Library will assign suspensions based on the severity of the offence, while considering circumstances surrounding the incident. Staff may determine the most appropriate response based on the Level of Offences below. Any suspension length may be adjusted based on the discretion of the Manager, Customer Experience, or CEO, or designate:

Behaviour	Staff Response
<p>Level 1</p> <ul style="list-style-type: none"> • Abusive language of any kind including verbal assault • Viewing of pornography on library computers or personal devices while in the library • Behaviour that risks injury or damage • Continuous disruptive noise or behaviour • Failure to follow library policies • Willful misuse of emergency exits • Any abusive behaviour occurring on the Library’s social media sites 	<ul style="list-style-type: none"> • 1 verbal warning • Incident report reviewed and signed by the Manager, Customer Experience • Suspension applied for remainder of the day if behaviour persists • If deemed necessary, particularly for a repeated offence, ban from Library for 7 days
<p>Level 2</p> <ul style="list-style-type: none"> • Repeated Level 1 offences • Smoking in the Library • Willful damage to the Library building, furniture, technology, or materials 	<ul style="list-style-type: none"> • Incident report reviewed and signed by the Manager, Customer Experience • Suspension applied for 30 days by CEO or designate • Terms of suspension are outlined in a Suspension Letter

Code of Conduct – Library Customers

	<ul style="list-style-type: none"> • Customer mailed invoice for full extend of damages
<p>Level 3</p> <ul style="list-style-type: none"> • Repeated Level 2 offences • Harassment of staff or customers • Physical assault causing harm (includes actual or intended threats) • Sexual assault • Sexual activities occurring on library premises • Stalking • Theft • Trespassing • Possession of drugs • Possession of weapons • Any illegal act based on the <i>Criminal Code of Canada</i> 	<ul style="list-style-type: none"> • Police are called • Incident report reviewed and signed by the Manager, Customer Experience • Suspension applied for 6 months to 1 year by Library CEO or designate

Follow Up Procedure

- Customers who do not follow the suspension terms, regardless of the assigned length, may have their library suspension extended.
- In certain situations the CEO will send a letter to the customer explaining the reason for and length of the suspension.
- Customers may appeal any suspension in writing to the Library Board. It is the Board's decision to accept or reject the appeal. The Board decision is final.

The library is committed to meeting the needs of persons with disabilities and will provide, upon request, alternate formats and communication supports, in compliance with the *Integrated Accessibility Standards Regulation, Ontario Regulation 191/11* and the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

Approved Date: February 24, 2020

Motion #: SR2020-13

Effective Date: February 24, 2020